

ONE ST JOHN.
TOGETHER
BETTER.

ONE

We already touch the lives of over 1 million New Zealanders each year and are loved and trusted nationwide for the good work we do.

So we're in the perfect place to take the next step and become a truly integral part of the community health solution of the future.

Imagine what could be achieved if we got smarter at working together in a more integrated fashion.

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Imagine what impact we'd have if we became an even more integral part of community healthcare, working alongside and bringing together the various providers.

We have the power to work smarter, to unite ourselves and join with others to improve the life of every New Zealander.

We can and will be better, together.

WE
ARE
ONE

5 Ambitions 5 Years

The 5 year Integrated Business Plan (IBP) - the “One St John Plan” – outlines how we’ll achieve these ambitions. It describes how we’ll improve what we do for our patients, clients, customers, donors and our people.

Details are on the Hub – go to the homepage and click on the big “One” button.

For managers, there’s a great ‘connection kit’ on the SMG site to help you talk with your teams about the IBP ... and what it means for you, for teams, for all of us.



ONE PROMISE

Lauren Albrey
Health Emergency Planning Manager

Right Care, Right Time

What we’ll do:
We’ll change the way we respond. From delivering patients to a place of care, to delivering the right care to our patients, at the right time.

How we’ll do it:
Our new service delivery model will let us choose the best way to help from a wider pool of non-emergency community healthcare facilities, and leave ambulance to focus on the emergency acute calls.



ONE STANDARD

Steve Yanko
District Operations Manager Manawatu

Quality Care

What we’ll do:
By 2018 we’ll have embedded a clinical focus in everything we do.

How we’ll do it:
We’ll create a clinical hub to support dispatch and ambulance staff with specialist advice when it’s needed. We’ll develop a set of key clinical performance measures to keep us on track.



ONE FAMILY

Iris Keat
Friends of the Emergency Department Team Leader
Palmerston North

Partner of Choice

What we’ll do:
By 2018 we’ll be the preferred partner for anyone who wants to deliver care to the community.

How we’ll do it:
We’ll partner effectively with other primary care and emergency service providers as an integrated part of community healthcare.

We’ll be the partner of choice for donors and supporters who want to see good done in the community.

People will choose our products and services because of the strength of our brand and who we are. They’ll include supporter scheme subscribers and the 6,000+ young people who choose our programmes.



ONE COMMUNITY

Debbi-Kaye Gardner
Station Manager Timaru

Local Pathways

What we’ll do:
By 2018 we will become the hub for community health in your local area.

How we’ll do it:
We’ll work closely with the community at a grass roots level to create local pathways to patient care. We’ll deliver targeted local health solutions by supporting community driven initiatives.



ONE TEAM

Joe Orsborn
ICT Customer Support Technician

People Prepared for Change

What we’ll do:
We’ll strengthen our people’s capability and capacity, and make St John a great place to work.

How we’ll do it:
We’ll invest in knowledge and skills, provide career pathways and professional development, grow our volunteer numbers, and increase the support they’re given.